

Lean Best Practice Visit

5th December 2017 – Dublin, Ireland

12.30 – 12.45

Welcome & Light Lunch

- Mix of sandwiches and snacks while we present Our Lean Journey.

12.45 – 14.15

Our Lean Journey

- Started with one small change in remote employee empowerment that improved customer satisfaction, reduced employee turnover and saved the company over €100k per year (€1m to date).
- Our first Kaizen Event – how changes in transport planning processes improved customer experience and saved over €200k per year.
- The challenge of merging two companies and two cultures – one traditional, one Lean.

14.15 – 15:00

Go to Gemba (3 x 15 mins)

- **Lean Workplace** – How we embedded Lean thinking into our office design including use of Visual Management and 5S.
- **Software Development** – How we use Hoshin Kanri and X-Matrix to empower our software development team solve business problems.
- **Finance Processes** – How applied simple lean tools including 5S, Value Stream Mapping and Standard Work to reduce Accounts Payable workload by over 70% and reduce supplier payment issues to zero (so far).

15:00 – 15:30

Questions & Answers

